

Notice of References Cited	Application/Control No. 09/901,828	Applicant(s)/Patent Under Reexamination MACKENZIE, KENNETH D.	
	Examiner Jonathan G. Sterrett	Art Unit 3623	Page 1 of 6

U.S. PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
	A	US-			
	B	US-			
	C	US-			
	D	US-			
	E	US-			
	F	US-			
	G	US-			
	H	US-			
	I	US-			
	J	US-			
	K	US-			
	L	US-			
	M	US-			

FOREIGN PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Country	Name	Classification
	N					
	O					
	P					
	Q					
	R					
	S					
	T					

NON-PATENT DOCUMENTS

*		Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)
	U	Campion, Michael A; Medsker, Gina J; Higgs, Catherine A;"Relations between work group characteristics and effectiveness: Implications for designing effective work groups.", Winter 1993, Personnel Psychology, v46n4, pp.823-850, Dialog 00805070 94-54462.
	V	Mackenzie, Kenneth D, "The Prime Directive for Organizations", 1998, The International Journal of Organizational Analysis, Vol. 6, No. 4, pp.289-309, ABI/INFORM Global.
	W	Day, Abby; Toledano, Kathryn; "Quality inside-out and outside-in", 1995, TQM Magazine, v7n2, pp.23-28, Dialog 01075497 97-24891.
	X	Lapin, Lawrence L; "Statistics for Modern Business Decisions", Copyright 1982, Third Edition, Harcourt Brace Jovanovich, p.350.

*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)
Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.

Notice of References Cited	Application/Control No. 09/901,828	Applicant(s)/Patent Under Reexamination MACKENZIE, KENNETH D.	
	Examiner Jonathan G. Sterrett	Art Unit 3623	Page 2 of 6

U.S. PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
	A	US-			
	B	US-			
	C	US-			
	D	US-			
	E	US-			
	F	US-			
	G	US-			
	H	US-			
	I	US-			
	J	US-			
	K	US-			
	L	US-			
	M	US-			

FOREIGN PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Country	Name	Classification
	N					
	O					
	P					
	Q					
	R					
	S					
	T					

NON-PATENT DOCUMENTS

*		Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)
	U	Zeitz, Gerald; Johannesson, Russell; Ritchie, J. Edgar Jr.; "An Employee Survey Measuring Total Quality Management Practices and Culture – development and validation", Dec 1997, Group & Organizational Studies, Vol. 22, No. 4, ABI/INFORM Global.
	V	Schneider, Benjamin; Ashworth, Steven D; Higgs, Catherine A; Carr, Linda, "Design, validity and use of strategically focused employee attitude surveys", Autumn 1996, Personnel Psychology, v49n3, pp.695-705, Dialog 01311295 99-60691.
	W	"Rich in Culture, Rich in Profits", Oct, 1998, HR Focus, v75n10, Dialog 11793503 58917407.
	X	Born, Dana H; Mathieu, John E; "Differential Effects of survey-guided feedback: the rich get richer and the poor get poorer", Dec 1996, Group & Organizational Management, v21, n4, p.388(16), Dialog 09153824 18921012.

*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)
Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.

Notice of References Cited	Application/Control No. 09/901,828	Applicant(s)/Patent Under Reexamination MACKENZIE, KENNETH D.	
	Examiner Jonathan G. Sterrett	Art Unit 3623	Page 3 of 6

U.S. PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
	A	US-			
	B	US-			
	C	US-			
	D	US-			
	E	US-			
	F	US-			
	G	US-			
	H	US-			
	I	US-			
	J	US-			
	K	US-			
	L	US-			
	M	US-			

FOREIGN PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Country	Name	Classification
	N					
	O					
	P					
	Q					
	R					
	S					
	T					

NON-PATENT DOCUMENTS

*		Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)
	U	Spector, Paul E.; Fox, Suzy; Katwyk, Paul T. Van; "The role of negative affectivity in employee reactions to job characteristics: bias effect or substantive effect?", June 1999, Journal of Occupational and Organizational Psychology, v72n2, p.205(1), Dialo
	V	Mackenzie, Kenneth D, "Organizational Work, Part I, The Theory", 1997, Human Systems Management, Vol. 16, No. 1, pp.9-26, ABI/INFORM Global.
	W	Mackenzie, Kenneth D, "Knobby analyses of knobless survey items, part II: An Application", 2000, International Journal of Organizational Analysis, v8n3, pp.238-261, Dialog 02109005 66810373.
	X	Matthews, Monty L., "Using Knowledge to Drive Improvements", 1996, TQM Magazine, v8n1, pp.31-42, Dialog 02553736 87414924.

*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)
Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.

Notice of References Cited	Application/Control No. 09/901,828	Applicant(s)/Patent Under Reexamination MACKENZIE, KENNETH D.	
	Examiner Jonathan G. Sterrett	Art Unit 3623	Page 4 of 6

U.S. PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
	A	US-			
	B	US-			
	C	US-			
	D	US-			
	E	US-			
	F	US-			
	G	US-			
	H	US-			
	I	US-			
	J	US-			
	K	US-			
	L	US-			
	M	US-			

FOREIGN PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Country	Name	Classification
	N					
	O					
	P					
	Q					
	R					
	S					
	T					

NON-PATENT DOCUMENTS

*		Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)
	U	"Miliken Makes Money", Apr 1996, Strategic Direction, n122, pp.19-21, Dialog 02551649 273479951.
	V	Mort, Joe; Knapp, John; "Integrating workspace design, web-based tools and organizational behaviour", Mar/Apr 1999, Research-Technology Management, v42n2, pp.33-40, Dialog 01784898 04-35889.
	W	Oakland, John S; Oakland, Susan; "The links between people management, customer satisfaction and business results", Jul 1998, Total Quality Management, v9n4/5, pp. s185-s190, Dialog 01693387 03-44377.
	X	Testa, Mark R; Williams, John M; Pietrzak, Dale; "The development of the cruise line job satisfaction questionnaire", Winter 1998, Journal of Travel Research, v36n3, pp.13-19, Dialog 01645683 02-96672.

*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)
Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.

Notice of References Cited	Application/Control No. 09/901,828	Applicant(s)/Patent Under Reexamination MACKENZIE, KENNETH D.	
	Examiner Jonathan G. Sterrett	Art Unit 3623	Page 5 of 6

U.S. PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
	A	US-			
	B	US-			
	C	US-			
	D	US-			
	E	US-			
	F	US-			
	G	US-			
	H	US-			
	I	US-			
	J	US-			
	K	US-			
	L	US-			
	M	US-			

FOREIGN PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Country	Name	Classification
	N					
	O					
	P					
	Q					
	R					
	S					
	T					

NON-PATENT DOCUMENTS

*		Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)
	U	Zerbe, Wilfred J; Dobni, Dawn; Harel, Gedaliahu H; "Prompting employee service behaviour: The role of perceptions of human resource management practices and service culture", June 1998, Canadian Journal of Administrative Sciences, v15n2, pp.165-179.
	V	Atkins, P Mardeen; Marshall, Benda Stevenson; Javalgi, Rajshekar G; "Happy employees led to loyal patients", Winter 1996, Journal of Health Care Marketing, v16n4, pp.14-23, Dialog 01408044 00059031.
	W	Fosam, E B; Grimsley, M F J; Wisher, S J; "Exploring models for employee satisfaction -with particular reference to a police force", May 1998, Total Quality Management, Vol. 9, Iss. 2/3, pg.235, ProQuest ID 30389097.
	X	Mackenzie, Kenneth D; "A framework for managing risky situations", Jan 1998, International Journal of Organizational Analysis, v6n1, pp.5-31, Dialog 01621270 02-72259.

*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)
Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.

Notice of References Cited	Application/Control No. 09/901,828	Applicant(s)/Patent Under Reexamination MACKENZIE, KENNETH D.	
	Examiner Jonathan G. Sterrett	Art Unit 3623	Page 6 of 6

U.S. PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
	A	US-			
	B	US-			
	C	US-			
	D	US-			
	E	US-			
	F	US-			
	G	US-			
	H	US-			
	I	US-			
	J	US-			
	K	US-			
	L	US-			
	M	US-			

FOREIGN PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Country	Name	Classification
	N					
	O					
	P					
	Q					
	R					
	S					
	T					

NON-PATENT DOCUMENTS

*		Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)
	U	Waldman, David A.; "Predictors of Employee Preferences for Multirater and Group-Based Performance Appraisal", June 1997, Group & Organizational Studies (1986-1998), Vol. 22, Iss. 2, pp.264-287, ABI/INFORM Global.
	V	
	W	
	X	

*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)
Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.